



**USA#(863) 269 86 35**

**Mexico#987-872-3267**

**Email: [info@cozumelseaside.com](mailto:info@cozumelseaside.com)**

**Website: [www.cozumelseaside.com](http://www.cozumelseaside.com)**

Dear Guest,

We sincerely hope your vacation is an enjoyable one.

**PAYMENTS**

*The initial payment amount (50% of the rental plus tax) is payable at the time of the reservation. The entire remaining balance is due 45 days prior to your arrival date. If payment is not received by due date, then the reservation is subject to immediate cancellation.*

**CANCELLATION POLICY**

Payments are refundable only if we can re-rent the property. If you must cancel, your payments will be forfeited unless the property is re-rented at the same rate, for the exact dates. If we are able to re-rent the property you will receive a full refund, less a \$300USD cancellation fee. If an emergency occurs and you must cancel, please call **USA# 863-COZUMEL** and every effort will be made to re-rent the property so we can offer you a full refund.

**TRIP CANCELLATION INSURANCE**

We strongly suggest that you consider purchasing trip cancellation insurance for your reservation. It can protect you against many unforeseen circumstances. There are many vendors of trip cancellation insurance, including, but not limited to:

[www.insuremytrip.com](http://www.insuremytrip.com)

[www.accessamerica.com](http://www.accessamerica.com)

[www.travelex-insurance.com](http://www.travelex-insurance.com)

We offer this information as a starting point for your own research and should not constitute a recommendation. You can also consult your insurance agent.



### ***RENTALS TO FAMILY GROUPS AND RESPONSIBLE ADULTS ONLY***

Any guests under 25 years of age must be accompanied by parent or legal guardian. Cozumel Seaside Retreats, Inc will not rent to high school or college groups, even if they are chaperoned by adults. Cozumel Seaside Retreats, Inc reserves the right to immediately terminate or reject rental, without refund, if in our opinion the tenant has violated these policies or determines, in Agent's sole discretion, that the conducts of tenant(s) are detrimental to the property.

### ***LOSSES AND DAMAGES***

Guest will be responsible for all damage and loss to the property during their stay and will be required to keep the property secure and locked at all time surrender the property in the same condition as at commencement of the rental period and agree to be responsible for excessive cleaning, repair and housekeeping expenses caused by Guest. An inventory and inspection will occur after every rental and Guest agrees that the credit card on file may be charged after the rental for additional repairs and charges, accidental damage or breakage in excess of \$10, missing items (towels, sheets, etc), or damages to the property or the common areas. Neither Agent nor the property Owner shall be responsible for missing or stolen property of any Guest and Guests are asked to use the property safe to store money, tickets, travel documentation, jewelry and other valuables at all times. If a safe is not available or operational, please contact Cozumel Seaside Retreats for assistance.

### ***MAXIMUM OCCUPANCY***

Please note the Maximum Occupancy of the property and your reservation. Exceeding the Maximum Occupancy at any time, with either overnight guests or day guests is not permitted without express written approval due to property owner requirements, health regulations, building codes, and other. Plan a large enough (occupancy) property for the total number of your anticipated guests. Parties, weddings, functions of any sort, involving added guests, necessitate express written permission of Cozumel Seaside Retreats, Inc. We are happy to add additional paying guests (within the maximum occupancy) up to seven days before arrival. Per owners' instructions should the number of guests exceed the number listed on the communication with us, all the guests will be asked to pay a penalty of \$100/per day/person multiplied by the number of nights reserved payable in US \$ cash immediately upon of



discovery of the not notified guests. As listed in our website. We are happy to add additional paying guests to your reservation (within the maximum occupancy) up to seven days before arrival. Per owners instructions should the number of guests exceed the number listed on the communication with us, all the guests will be asked to pay a penalty of \$100/per day/per person multiplied by the number of nights reserved payable in USD cash immediately upon of discovery of the not notified guests.

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### ***CONSTRUCTION***

Construction of new attractions and accommodations often occurs in resort areas. We cannot move people, make rate adjustments or rebates for inconvenience due to construction, road repair, etc.

### ***HURRICANE GUARANTEE***

The risk of your particular vacation at your particular time of year actually being disrupted by a Hurricane is statistically very low. But just in case you are still concerned, Cozumel Seaside Retreats as part of our commitment to total guest satisfaction, offers you our Hurricane Guarantee to put your mind at ease.

If you are holding a confirmed reservation and are unable to travel to Cozumel because of the closing



of the Cozumel Airport or the Island due to implementation of our National Hurricane Plan we will allow you to reschedule and we will credit 100% of your payments towards a future reservation in any property offered by Cozumel Seaside Retreats Inc. This credit has a two years limitation.\*

If you are currently on Cozumel and a hurricane is predicted to impact the island we may require that you depart the island early. If this occurs we will credit 100% of your payments towards a future reservation in any property offered by Cozumel Seaside Retreats Inc. This credit has a two years limitation.\*

If prior to your Check-in Date the property you have reserved is rendered not habitable, or public utilities on Cozumel Island are not operational, we will credit 100% of your payments towards any other property offered by Cozumel Seaside Retreats that is available. Alternatively, we will credit 100% of your payments towards a future reservation in any property offered by Cozumel Seaside Retreats. This credit has a two years limitation.

\* \*A hurricane is defined/validated by the National Hurricane Center, typically a tropical cyclone in which the maximum sustained surface wind is 74 mph (64 knots) or greater. A property is not considered not-habitable because the beach or surrounding area has been made less than desirable by a storm.

### ***SUBSTITUTION***

Should a villa or condo be sold prior to your arrival, Cozumel Seaside Retreats will endeavor to substitute comparable or better accommodations without liability. If comparable accommodations are not available, or guest chooses to decline substitution, guest may receive a complete refund of what was paid for the original villa.

### ***THINGS BEYOND OUR CONTROL***

Our staff works very hard to make sure your stay is happy and comfortable. However, there are things that are out of our control, please understand that there will be no refunds or discounts offered or expected. Examples of these types of things that are out of our control include: breakdown of air conditioners, TV's, electronics and appliances, construction nearby, beach accesses unusable due to acts of nature, a home not decorated to your tastes, bad weather, disturbances by neighbors, or beach access location.



***RESPONSIBILITY FOR CHILDREN / MINORS***

Adults traveling with children and minors are solely responsible for them. There is no life guard on duty at the pool or hot tubs.

***DISPUTES / LIABILITY***

Agent/ and or Owner shall not be liable for damages resulting from injury to any person or any person's property in connection with this Rental Agreement or while on the premises. TENANTS agree (1) to indemnify and hold harmless Agent / and or Owner from any liability, loss or obligation resulting from any such injuries or damages, and (2) to resolve any disputes under Mexican law. The municipal court of the city of Cozumel, state of Quintana Roo, Mexico, will have complete and absolute jurisdiction regarding any legal action.

***ACCEPTANCE***

By making a payment on this reservation you are agreeing to all the terms set forth.